

## Effective Customer Service



**Effectively manage customer relationships by building trust and creating a professional impression**

### Who is it for?

Anyone who has responsibility in dealing with customers and developing business relationships

### Overview

In an ever changing world, service to customers is a critical area of development for all businesses and organisations. Awareness of the customers needs, and in an effort to offer excellence in the 21st century Palladium have developed a workshop to meet the needs of both Internal and External customers, by highlighting the value of service and ensuring `your` staff are ambassadors of `your` business at all times.

### Workshop Objectives:

- Provide an excellent customer experience
- Appreciate and Value the importance of the customer
- Define the role of the customer representative and it's impacts on the organisation
- apply a procedure to ensure customers are the number one priority
- provide a service that is the envy of all your competitors and the pride of your organisation

### Investment

Total investment for this one day workshop is £140 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1154. Based on a group size of ten persons, this reflects an investment of £115 per person. This cost includes all relevant materials but excludes any costs associated with the venue.